









Desk-Side WorkFirst Orientation Script-TCM Pilot 1.3

1.4.2 How is the WorkFirst orientation delivered?

The orientation should be delivered desk-side by offering the orientation packet and playing the orientation video or reading the script to support interpretation for parents with limited English proficiency (LEP). The orientation:

- Must be an in-person orientation, unless the client is
 - Employed;
 - Has serious health conditions; or
 - Can't come into the office due to domestic violence issues
- If the client meets the criteria for a phone orientation, document why in the adult's Work Registration page remarks in Aces Online.

| VIDEO PICTURE | SCRIPT |
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| 01  | <p>Welcome to the WorkFirst orientation. During the next few minutes, we will share information about the Temporary Assistance for Needy Families (or TANF) and WorkFirst programs.</p> <p>TANF is a cash grant program and WorkFirst is a program that gives you choices for activities that can help you find a job or do other things to help you reach your family's goals.</p> <p>If you haven't already, you will receive a packet with brochures and local resource information.</p> <p>We invite you to write down any notes or questions you may have, so that we can discuss them with you after watching the video.</p> |
| 02  | <p>In Washington state, adults can receive a total of 60 months of TANF in their lifetime.</p> <p>This may include cash assistance that you have received in any other state. In certain circumstances, you may be granted an extension.</p> |
| 03  | <p>WorkFirst can connect you with various community partners that provide work experience, education, training and job search assistance.</p> <p>We have many partners and available resources. Our most important partnership is with you and your family.</p> |

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| <p>04</p>  | <p>We will meet with you to discuss your situation in order to develop a plan for your participation in WorkFirst activities.</p> <p>This plan will be made just for you based on your specific goals and needs and those of your family.</p> <p>It's important for you to contact us if you are unable to attend a scheduled appointment or activity. Your plan will include information on how to reach us.</p> |
| <p>05</p>  | <p>If you stop or choose not to participate in your agreed activity without good reason we may impose a sanction. A sanction reduces your cash grant by 40%, or could cause your TANF case to be closed.</p> <p>Our goal isn't to put you in sanction; our goal is to help you and your family work through challenges.</p> |
| <p>06</p>  | <p>Everyone faces problems in their day-to-day life. We understand that these situations may make it challenging to work and support your family.</p> <p>It's important to remember that asking for and accepting help could be the first step in working through difficult situations.</p> <p>We will partner with you and offer support so that you can work toward your individually defined success.</p> |
| <p>07</p>   | <p>While you participate in WorkFirst activities, there may be support services available in your area, including help paying for child care.</p> <p>You are encouraged to apply for child care as soon as possible and let your worker know if you need any other support services so that you're ready to fully participate in WorkFirst activities.</p> <p>You can apply for child care online at washingtonconnection.org, or by phone at 1-844-626-8687.</p> <p>Thank you! The next step will be for you to talk with us about options and create your plan together.</p> |